



**Laois County Council**  
**Corporate Plan 2024-2029**  
**APPENDICES**



Comhairle Chontae  
Laoise | Laois  
County Council

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***The Corporate Plan 2024-2029 sets out an outline of Laois County Councils vision, mission and high-level objectives for the next five years.***

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## Appendix 1



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## How we are organised.

Laois County Council was established under the Local Government (Ireland) Act 1898. Over the intervening years the legislative basis for local government has been updated by statute; two of the most significant pieces of recent legislation were the Local Government Act 2001 and the Local Government Reform Act 2014. The elected Council consists of 19 Members who are democratically elected to represent the people of the County, and who work alongside the Executive of the Council which comprises of the Chief Executive and his staff. Local Elections are held every 5 years, the most recent being in June 2024

Laois County Council is the primary unit of Local Government in the County and is responsible for the provision of an extensive and diverse range of services which impact upon the County's economic, social, environmental, infrastructural, and cultural activities.

The functions of the Council are divided into Reserved and Executive functions. The former are discharged by Elected Members and involve important matters of policy such as the adoption of the Annual Budget, the borrowing of finance, the making of Development Plans, bye-laws etc. Executive functions performed by the Chief Executive include the employment of staff, property management, planning decisions and the day-to-day administration of the Council's affairs. The Council is one of the County's major employers and currently has just under 500 whole time equivalent employees.

The reserved functions of the Council are exercisable by the Members at two levels. Some functions are reserved for the full County Council, sometimes referred to as the Plenary Council. Other functions are performed at Municipal District level. In the case of Laois, the County is broken up into three Municipal Districts.

- Portlaoise
- Graiguecullen-Portarlinton
- Borris-in-Ossory-Mountmellick

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### Strategic Policy Committees (SPCs)

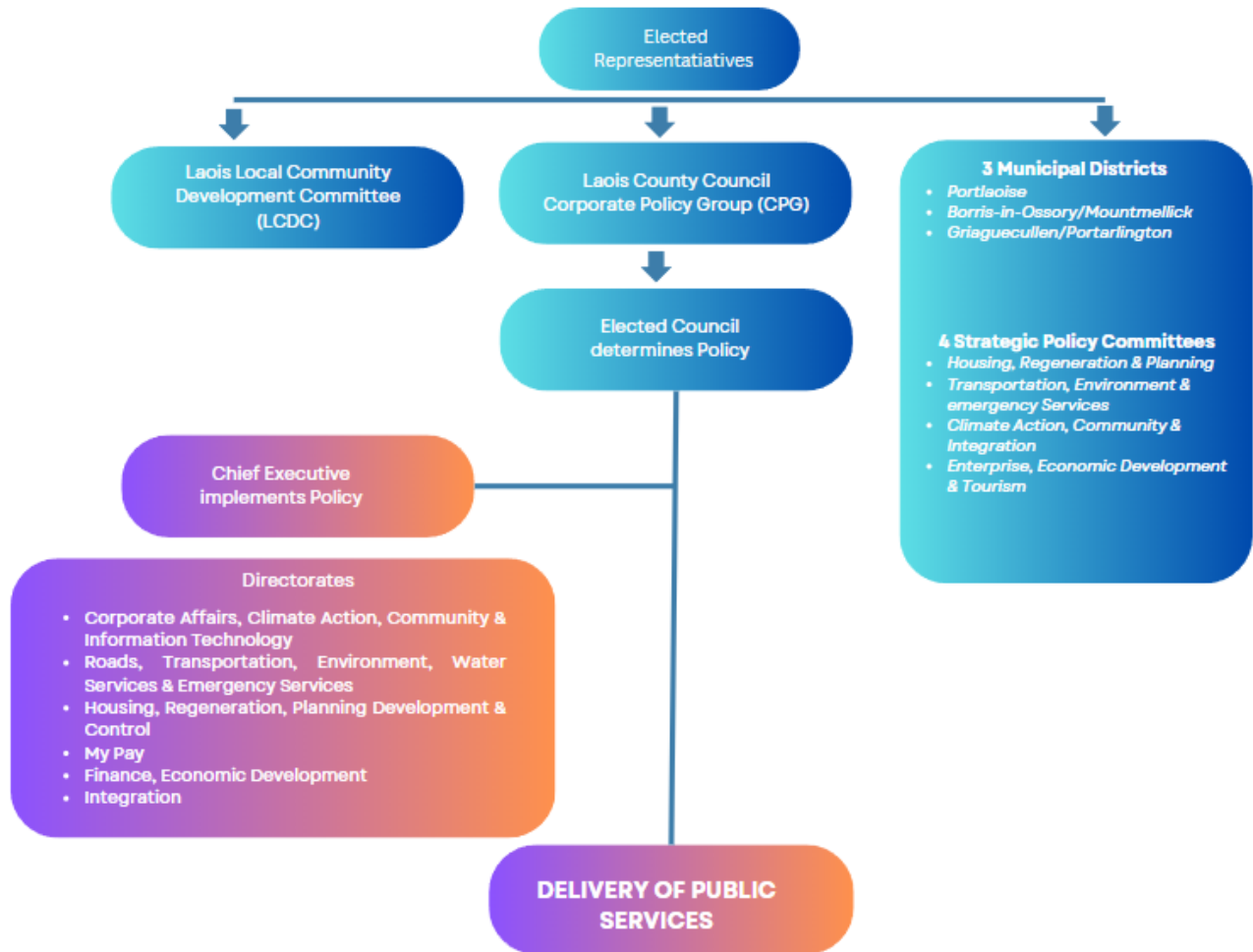
The SPCs assist the Council in the formulation, development and review of policy and should have, as a minimum, one third of their membership drawn from sectors relevant to the work of the particular SPC. The role of the SPC is to provide elected members with external views and in doing so enhance the policy formulation process. In Laois, there are four SPCs –

- Housing, Regeneration & Planning
  
- Transportation, Environment and Emergency Services
- Climate Action & Community
- Enterprise, Economic Development & Tourism

### Corporate Policy Group (CPG)

The CPG consists of the Cathaoirleach and Chairs of the four SPCs and is supported by the Chief Executive and the Senior Staff. The corporate policy group advise and assist the elected council in the formulation, development, monitoring and review of policy for the local authority; the CPG also oversee arrangements for the organisation of business by the elected council. The CPG provides a forum for the co-ordination and discussion of policy issues, which transcend the remit of the four SPCs and MDs and act as a link between the SPCs and the full Council.

# How the System Works



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## General Functions

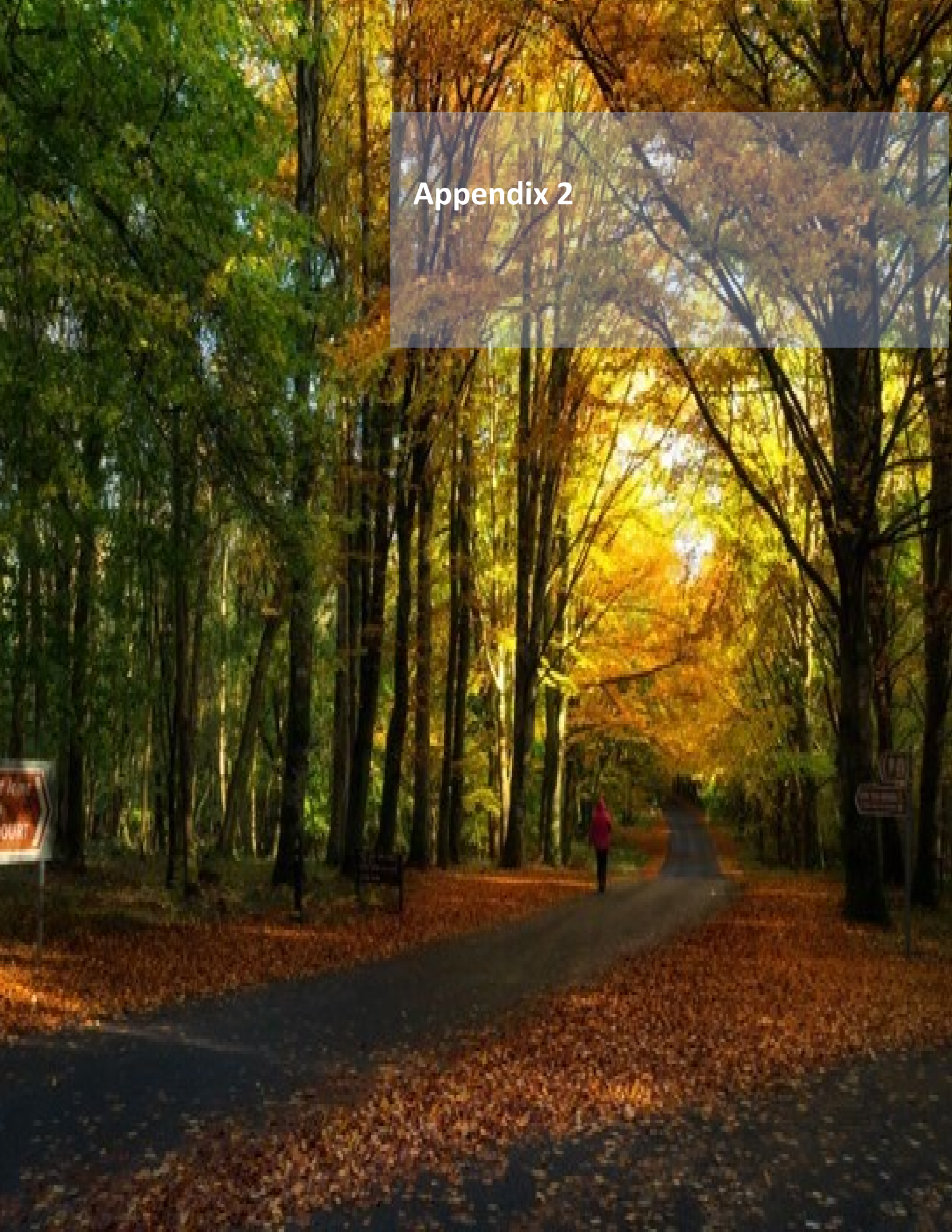
*extract from Section 63 of the Local Government Act 2001*

63.—(1) The functions of a local authority are—

- (a) to provide a forum for the democratic representation of the local community and to provide civic leadership for that community,
- (b) to carry out such functions as may at any material time stand conferred on the relevant authority by or under any enactment
- (c) to carry out any ancillary functions under section 65, and
- (d) to take such action as it considers necessary or desirable to promote the community interest in accordance with section 66.



## Appendix 2



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## Our Operating Environment

The operation of Local Government is impacted by a range of Regional, National, and European/International policies and strategies. A selection of relevant documents is listed in Appendix 6 to this document.

In seeking to serve the people of County Laois, we need to remain aware of the constraints and the opportunities presented by external strategies and plans.

The population of Laois has grown rapidly over the past three decades- from a population of 52314 in 1991 to a population of 91877 in 2022. The Council seeks to be in a position to provide good quality local government services to our growing population. However, the county faces a number of challenges; for example, the level of IDA supported employment in the Laois is the lowest of any county; approximately 30% of the Laois workforce must commute outside of the county for employment. Therefore, the need to grow the employment base of Laois is seen as a key factor in the sustainable development of the county.

The challenge for Laois County Council is to be proactive and responsive, to provide continuous improvement in service delivery, to manage resources and meet organisational requirements while executing its statutory role

and functions. Each year the Council must produce a balanced budget. The income and expenditure areas are shown in the graphs later in this appendix.

The adoption of the Laois Climate Action Plan in early 2024 provides a roadmap for the county to meet climate related ambitions over coming years. The Council has already made, for example, substantial progress in improving its own energy efficiency having already met the national target of 50% improvement in energy efficiency by 2030.

Under Section 42 of the Irish Human Rights and Equality Act 2014, the Public Sector Equality and Human Rights Duty applies to public sector organisations. Further detail of the council's work in this regard is shown in Appendix 5.

The Council aims to be the main vehicle of governance and public service at local level – leading economic, social and community development, delivering efficient and good value services and representing citizens and communities as effectively and accountably as possible. This aim is in accordance with government policy as expressed in the document Putting People First- Action Programme for Effective Local Government.

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## Internal Capacity & Resources

Laois County Council at the time of production of this plan had a committed workforce of 504 wholetime equivalent employees; in line with best practice, manages its human resources function through a wide and varied suite of HR policies including performance management through the PMDS process. This extent of workforce is a 14% increase from 442 wholetime equivalent employees since the preparation of the last Corporate Plan in 2019. The number of retained firefighters is scheduled under a national agreement to increase from 75 approved positions in 2019 to 100 retained personnel employed in 2025.

A new Workforce Plan will be completed in 2025; in line with this plan the Council will seek to maintain a highly committed workforce to deliver on the objectives of the Corporate Plan. It is necessary to remark on the difficulties currently being encountered in the recruitment of experienced staff across a number of grades – particularly in the technical areas, such as engineering and, planning. The availability of suitable human resources will therefore impact on the capacity of the Council to deliver on its objectives. Laois County Council will endeavour to meet the challenges of the everchanging environment in which the local authority operates. The Council will strive to position itself as an employer of choice for potential employees.

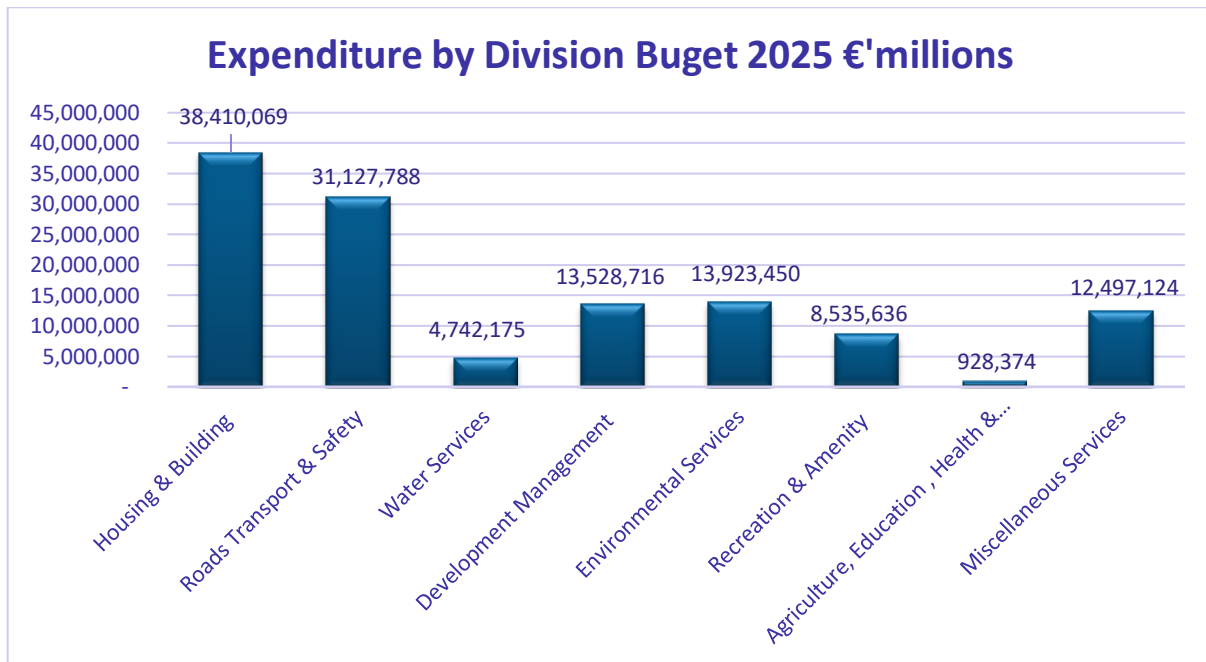
A programme of continued investment in the development of the Council's employees will continue. Laois County Council delivers a substantial training programme each year with particular emphasis on Health and Safety requirements.

A review of our implementation of the sectoral document "People Strategy" for the Council will commence in 2025 and set out objectives for 2025 and the medium term. Each year, Laois County Council will produce Annual Service Delivery Plans in line with the approved Budget. These plans will take into account the agreed priorities as set out in the Corporate Plan as well as legislative and statutory requirements that must be complied with. The framing of each Annual Budget will be carried out within the context of available resources both from central government and our own resources. As indicated in the budgetary graphs, over half the revenue funding comes from central government or government agencies; the continuation of present levels of service delivery is clearly linked to the continuation of such funding streams. Human Resources play a significant role in supporting all departments achieving the targets set out in their Annual Service Delivery Plans.

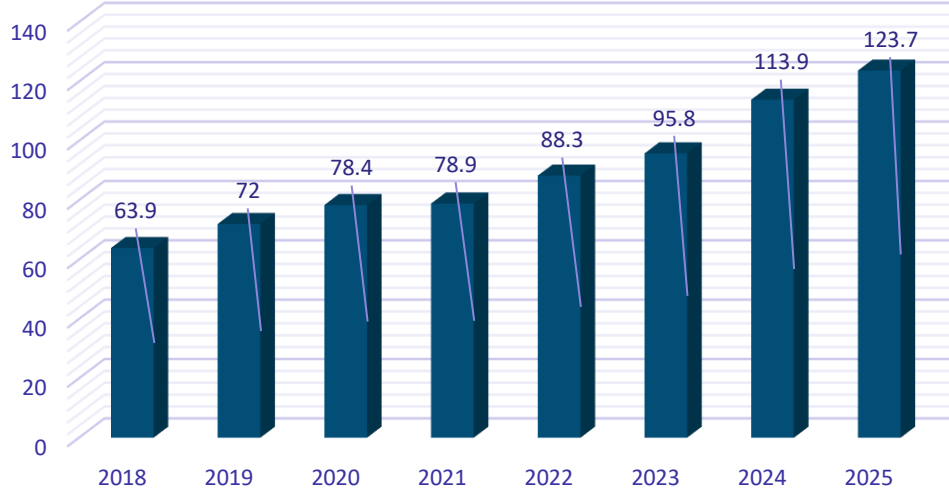
The Council operates in accordance with the Public Service Agreements in consultation with the relevant Unions. The Council has and will continue to maintain good industrial relations during the period of the Corporate Plan.

## Revenue Income/Expenditure 2025

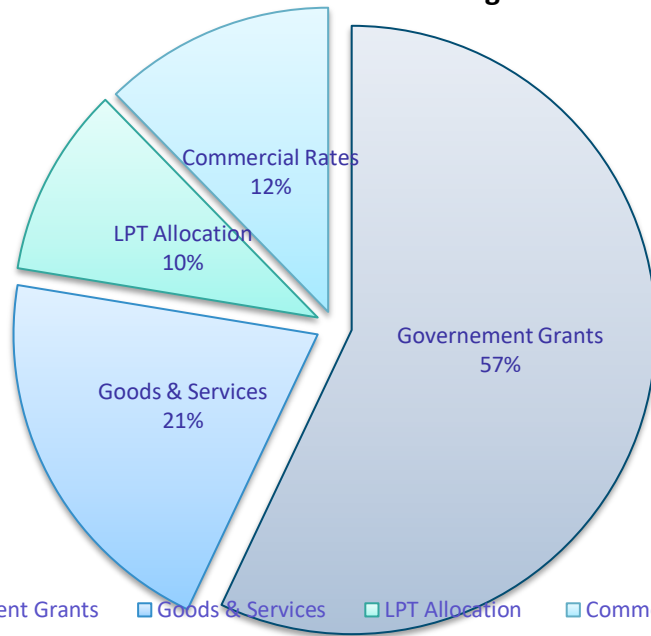
The Annual Budget is prepared in the prescribed format and in compliance with the provisions of the Local Government Act, 2001, Local Government Reform Act, 2014 and Regulations made under that legislation. The Budget is constructed on the principle of a “balanced budget” based on the overall level of resources available to the Council and the requirement to meet statutory, contractual, legal and other obligations. It sets out the expenditure necessary to carry out the functions of the Council and the income estimated to accrue to the Council.



## Laois County Council Revenue Expenditure by year in € millions.



### Sources of Income for Revenue Budget 2025



- Local Property Tax €12,450,220 (10%)
  - Commercial Rates €15,160,975 (12%)
  - Government Grants €70,745,740 (57%)
  - Goods and Services €25,336,397 (21%)
- €123,693,332 (100%)

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## Governance Principles

### **Core Principle 1**

*Good governance means focusing on the purpose of the authority, on outcomes that deliver sustainable economic and societal benefits and on implementing a vision for the local authority.*

#### Supporting Principles

- Exercising strategic leadership by developing and clearly communicating the authority's purpose and vision through the corporate plan and ensuring that service users receive a high-quality service
- Ensuring that the authority, through its service delivery plan priorities, makes the best use of resources to ensure achievement of its outcomes is optimised.

### **Core Principle 2**

*Good governance means members and officials working together to achieve a common purpose within a framework of clearly defined functions and roles.*

#### Supporting Principles

- Exercising effective leadership throughout the authority, being clear about reserved and executive functions and the respective roles and responsibilities of members and officials.
- Creating a constructive and respectful working relationship between members and officials and ensuring that the functions of the authority are performed to a high standard.

### **Core Principle 3**

*Good governance means promoting and demonstrating public service values through upholding high standards of conduct and behaviour.*

#### Supporting Principles

- Ensuring members and officials, in exercising leadership, behave in ways that exemplify high standards of conduct, ethical behaviour and effective governance.
- Fostering a culture and ensuring mechanisms that encourage and enforce adherence to ethical values and to the organisational values as espoused in the corporate plan.

### **Core Principle 4**

*Good governance means taking well informed and transparent decisions and managing risks and performance.*

#### Supporting Principles

- Being rigorous and transparent about the decision-making process and having good-quality information, advice and support available to decision makers.

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- Ensuring that effective risk, financial and performance management systems are in place which address uncertainties and exposures, enforce financial discipline, and emphasise strategic resource allocation and the efficient and effective delivery of services.

### **Core Principle 5**

*Good governance means developing the organisational capacity and the leadership capability and competencies of members and officials to operate effectively and fulfil the purpose of the organisation.*

#### Supporting Principles

- Ensuring that members and officials have the supports and appropriate structures they need to perform effectively in their roles.
- Developing the capability of those with governance and leadership responsibilities to ensure outcomes achieved are consistent with good governance obligations.

### **Core Principle 6**

*Good governance means engaging openly and comprehensively with local people, citizens and other stakeholders to ensure robust public accountability.*

#### Supporting Principles

- Providing clarity in relation to accountability relationships and organisational assurance, audit and scrutiny functions.
- Ensuring there is a process and mechanisms that deliver clear communication, effective stewardship and accountability to stakeholders.

# Appendix 3





## Selected Key and Ongoing Actions

Functional Area	Principal Programme Group / Budget Reference	Selected key and ongoing actions	Supporting Programme	High Level link to Sustainable Development Goals
Housing	A01 to A12	<p>Deliver social housing to meet identified needs.</p> <p>Continue to make good utilisation of existing stock to provide availability of units available for social housing.</p> <p>Ensure tenancies are managed effectively through tenant liaison and estate management.</p> <p>Deliver sufficient and appropriate housing for disabled persons.</p> <p>Deliver on the Council’s Traveller Accommodation Programme 2025-29</p> <p>Provide for the construction of affordable purchase/cost rental properties in Laois</p> <p>Inspect 25% of private residential tenancies annually</p>	<p>Housing for All  <a href="https://www.gov.ie/en/publication/ef5ec-housing-for-all-a-new-housing-plan-for-ireland/">https://www.gov.ie/en/publication/ef5ec-housing-for-all-a-new-housing-plan-for-ireland/</a></p> <p>Housing Delivery Action Plan  <a href="https://laois.ie/sites/default/files/2024-11/Laois%20HDAP%20May%202022.pdf">https://laois.ie/sites/default/files/2024-11/Laois%20HDAP%20May%202022.pdf</a></p> <p>Land Use Strategy            Laois County Council Scheme of Allocations 2024  <a href="https://laois.ie/sites/default/files/2024-08/Social%20Housing%20Allocations%20Scheme.pdf">https://laois.ie/sites/default/files/2024-08/Social%20Housing%20Allocations%20Scheme.pdf</a></p> <p>The National Housing Strategy for Disabled People 2022 – 2027 (NHSDP)  <a href="https://assets.gov.ie/215195/3b79dbec-155c-488b-a5f6-7ff1ddc35aac.pdf">https://assets.gov.ie/215195/3b79dbec-155c-488b-a5f6-7ff1ddc35aac.pdf</a></p> <p>Laois County Council Housing Strategy for People with Disabilities            Laois County Council Traveller Accommodation Programme 2025-2029 (DRAFT)</p> <p>National Guidelines for housing authorities on Standards in Rented Accommodation  <a href="https://assets.gov.ie/288744/4262f6ca-a498-4f7a-a476-eee8c6c1ecb8.pdf">https://assets.gov.ie/288744/4262f6ca-a498-4f7a-a476-eee8c6c1ecb8.pdf</a></p>	SDG 11

Functional Area	Principal Programme Group / Budget Reference	Selected key and ongoing actions	Supporting Programme	High Level link to Sustainable Development Goals
Homelessness	A05	Addressing homelessness	Provide and oversee the delivery of homeless accommodation and related services in the context of Housing for All	SDG 1
Roads - Network	B03 to B10	Improvement and Restoration of the Regional and Local Road Network in line with Department of Transport Guidelines.	Continue implementation of Map Road Pavement System to enable a more cost effective approach to road maintenance Pavement Surface Condition Index (PSCI ) Surveys  Climate Action Regional Office (CARO) & D/Transport guidance for regional & local road adaptation; TII Climate Adaptation Strategy	SDG 9 SDG 13
Roads - Network	B01, B02	Improvement and Restoration of National Road Network in consultation with the TII.	TII funded Major Schemes  Pavement & Minor Works  HD 28 Pavement Works  National Primary & National Secondary Maintenance	
Roads - Bridges	B03 to B10	Maintain and Improve Road Bridges throughout the County	Specific Improvement Grant Funding for Regional & Local Road Bridges	

Functional Area	Principal Programme Group / Budget Reference	Selected key and ongoing actions	Supporting Programme	High Level link to Sustainable Development Goals
<b>Roads – Sustainable Transport</b>	B03 to B10	<p>To promote a shift to environmentally sustainable modes of transport through sustainable travel improvements</p> <p>Support electric vehicle charging infrastructure and public transport infrastructure and services</p> <p>Work with the NTA and others to expand bus services as a more sustainable transport option</p> <p>To consider national and international carbon reduction commitments in the design of new road infrastructure and in the provision and operation of public lighting services.</p>	Continue to work with the National Transport Authority and Sustainable Energy Authority of Ireland to provide for all modes of transport to create a more physically connected county;	SDG 11
<b>Roads - Safety</b>	B08	<p>Engage with relevant agencies in the promotion and improvement of Road Safety throughout the County</p> <p>Carry our audits and traffic management studies as required in our urban centres to identify traffic management deficiencies and opportunities.</p>	<p>Low Cost Safety Schemes funded by the Department of Transport</p> <p>HD 15 and HD 17 Minor Works Programmes funded by the TII</p> <p>Promotion of Laois's Road Safety Strategy  <a href="https://laois.ie/sites/default/files/2024-11/Road%20Safety%20Strategy%202024-2031.pdf">https://laois.ie/sites/default/files/2024-11/Road%20Safety%20Strategy%202024-2031.pdf</a></p>	

Functional Area	Principal Programme Group / Budget Reference	Selected key and ongoing actions	Supporting Programme	High Level link to Sustainable Development Goals
<b>Water Services - Private Water and Wastewater Supplies</b>	C05	<p>Carry out the Council’s statutory role as the regulator of small private water supplies.</p> <p>Continue to support the Group Water Scheme administratively, technically, and financially, to ensure that safe dependable and resilient water supplies are provided.</p> <p>Continue to enhance Laois County Council’s INAB accredited Laboratory</p>	<p>S.I. No. 99 of 2023 European Union (Drinking Water) Regulations 2023  <a href="https://www.irishstatutebook.ie/eli/2023/si/99/made/en/pdf">https://www.irishstatutebook.ie/eli/2023/si/99/made/en/pdf</a></p> <p>Multi-annual Rural Water Programme 2024–2026  <a href="https://assets.gov.ie/281551/ee091299-5389-47ad-a869-a11a48e39b8d.pdf">https://assets.gov.ie/281551/ee091299-5389-47ad-a869-a11a48e39b8d.pdf</a></p>	<b>SDG 6</b>
<b>Water Services Legacy role for public water services under agreements with Uisce Eireann</b>	C01, C02	<p>Continue legacy support for Uisce Éireann in delivery of public water services.</p> <p>Advise Uisce Eireann on water services investment required for the development of the county.</p>	<p>Master Co-Operation Agreement between local authorities and Uisce Éireann  <a href="https://www.water.ie/sites/default/files/about/framework/Master-Co-Operation-Agreement-%28Execution%29-%28Template%29.pdf">https://www.water.ie/sites/default/files/about/framework/Master-Co-Operation-Agreement-%28Execution%29-%28Template%29.pdf</a></p>	
<b>Planning Forward Planning</b>	D01	<p>To continue to develop and implement a plan led framework to guide the development of the county which is consistent with the principles of sustainable development.</p> <p>Continue to input into National and regional policy development.</p>	<p>National Planning Framework  <a href="https://www.npf.ie/">https://www.npf.ie/</a></p> <p>Regional Spatial and Economic Strategy  <a href="https://www.emra.ie/rses/">https://www.emra.ie/rses/</a></p>	<b>SDG 11</b> <b>SDG 12</b>

Functional Area	Principal Programme Group / Budget Reference	Selected key and ongoing actions	Supporting Programme	High Level link to Sustainable Development Goals
<b>Planning Development Management and Enforcement</b>	D02, D03, D09	<p>Seek effective, proper planning and sustainable, balanced development of urban and rural areas.</p> <p>To ensure that a highly quality service is provided by the Development Management process in an efficient, equitable and consistent manner to all customers in line with proper planning and sustainable development.</p> <p>Provide an efficient and effective Planning Enforcement service in line with Planning legislation.</p> <p>To continue to take estates in charge in an efficient manner consistent with National Guidelines and Planning development Legislation.</p>	<p>Laois County Development Plan  <a href="https://laois.ie/planning-and-building/laois-county-council-plans/development-plan-consultation">https://laois.ie/planning-and-building/laois-county-council-plans/development-plan-consultation</a></p> <p>Local Area Plans  <a href="https://laois.ie/planning-and-building/laois-county-council-plans/local-area-plan-consultation">https://laois.ie/planning-and-building/laois-county-council-plans/local-area-plan-consultation</a></p>	<b>SDG 11</b> <b>SDG 12</b>
<b>Planning Building Control</b>	D08	<p>To monitor compliance with building regulations and implement the building control management system in line with relevant building control legislation.</p>	<p>Framework for Building Control Authorities            Guidelines for Market Surveillance Authorities            Market Surveillance of Construction Products Strategy  <a href="https://www.nbco.localgov.ie/">https://www.nbco.localgov.ie/</a></p> <p>Building Control links on Council website:  <a href="https://laois.ie/planning-and-building/building-control">https://laois.ie/planning-and-building/building-control</a></p>	

Functional Area	Principal Programme Group / Budget Reference	Selected key and ongoing actions	Supporting Programme	High Level link to Sustainable Development Goals
- <b>Tourism Promotion</b>	D05	<p>To support the sustainable development of tourism in the county.</p> <p>To promote, in collaboration with state agencies, the county as a tourist destination of within Ireland's Ancient East.</p>	<p>Laois Tourism Strategy  <a href="https://laois.ie/tourism/laois-county-council-plans/tourism-development-strategy-consultation">https://laois.ie/tourism/laois-county-council-plans/tourism-development-strategy-consultation</a>            Laois Chamber Alliance through  <a href="https://laoistourism.ie/">https://laoistourism.ie/</a></p> <p>Irelands Ancient East strategy documents  <a href="https://www.failteireland.ie/Regional-experience-brands/Ireland-s-Ancient-East/Strategy-Documents.aspx">https://www.failteireland.ie/Regional-experience-brands/Ireland-s-Ancient-East/Strategy-Documents.aspx</a></p>	<b>SDG 8</b>

<p><b>Community</b></p>	<p>D06 F01, F03, F04 E09</p>	<p>Work to reduce poverty, promote Social Inclusion, Integration and Equality through local, regional and national engagement and collaboration.</p> <p>Support the work of the Public Participation Network, enabling the public to take an active role in policy making and oversight committees of Laois County Council.</p> <p>Support the Local Community Development Committee to implement its plans.</p> <p>Encourage and promote the participation of young people in the future development of the County.</p> <p>Support the delivery and implementation of the Laois Age Friendly Strategy and Action Plan.</p> <p>Plan for sport, recreation, and play being an integrated, inclusive and sustainable part of the development of County Laois To work in conjunction with Laois Sports Partnership and Sport Ireland to help develop sports participation in Laois.</p> <p>To manage and operate publicly owned cemeteries in the county.</p> <p>Assist Community Groups in developing local recreation assets.</p> <p>To Implement the structures for the new Community Safety Partnerships</p>	<p>Social Inclusion and Community Activation Programme 2024-2028 <a href="https://www.pobal.ie/programmes/social-inclusion-and-community-activation-programme-sicap-2024-2028/">https://www.pobal.ie/programmes/social-inclusion-and-community-activation-programme-sicap-2024-2028/</a></p> <p>Sustainable, Inclusive and Empowered Communities: <a href="https://www.gov.ie/en/publication/d8fa3a-sustainable-inclusive-and-empowered-communities-a-five-year-strategy/">https://www.gov.ie/en/publication/d8fa3a-sustainable-inclusive-and-empowered-communities-a-five-year-strategy/</a></p> <p>PPN Implementation Roadmap July 2024 <a href="https://assets.gov.ie/306353/7bd26fce-7a84-4862-b9b0-42ad5cbe78db.pdf">https://assets.gov.ie/306353/7bd26fce-7a84-4862-b9b0-42ad5cbe78db.pdf</a></p> <p>Laois Local Economic and Community Plan <a href="https://laois.ie/sites/default/files/2024-07/Laois%20LECP%20Framework%20Document%202023-2028.pdf">https://laois.ie/sites/default/files/2024-07/Laois%20LECP%20Framework%20Document%202023-2028.pdf</a></p> <p>Comhairle na nÓg -Laois</p> <p>Laois Age Friendly Strategy <a href="#">Age Friendly Strategy Consultation   Laois County Council</a></p> <p>Healthy Ireland Framework 2019-2025 <a href="https://www.gov.ie/pdf/?file=https://assets.gov.ie/7555/62842eef4b13413494b13340ff9077d.pdf#page=null">https://www.gov.ie/pdf/?file=https://assets.gov.ie/7555/62842eef4b13413494b13340ff9077d.pdf#page=null</a></p>	<p><b>SDG 1</b> <b>SDG 3</b> <b>SDG 5</b> <b>SDG 10</b> <b>SDG 16</b></p>
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Functional Area	Principal Programme Group / Budget Reference	Selected key and ongoing actions	Supporting Programme	High Level link to Sustainable Development Goals
		To enable the public to take an active formal role in policy making and in relevant committees of the local authority.	<p>Revised Sport and Recreation Plan under development in association with Sport Ireland.</p> <p>Laois Sports Partnership Strategic Plan 2022-2026  <a href="https://www.laoissports.ie/wp-content/uploads/2022/03/LSP-STRATEGIC-PLAN-2022-2026-Printed-Version.pdf">https://www.laoissports.ie/wp-content/uploads/2022/03/LSP-STRATEGIC-PLAN-2022-2026-Printed-Version.pdf</a></p> <p>Cemetery Bye Laws 2022  <a href="https://laois.ie/sites/default/files/2024-08/LCC%20Cemetery%20Bye-Laws%202022%20as%20adopted%20by%20Council%20members%20on%2028.11.22_2.pdf">https://laois.ie/sites/default/files/2024-08/LCC%20Cemetery%20Bye-Laws%202022%20as%20adopted%20by%20Council%20members%20on%2028.11.22_2.pdf</a></p>	



Functional Area	Principal Programme Group / Budget Reference	Selected key and ongoing actions	Supporting Programme	High Level link to Sustainable Development Goals
<b>Integration Support and Services</b>	D06	<p>The Local Authority Integration Team (LAIT) works with:</p> <ul style="list-style-type: none"> <li>• Applicants for International Protection,</li> <li>• Those with Refugee, Subsidiary Protection, or Permission to Remain status</li> <li>• Programme Refugees</li> <li>• Beneficiaries of Temporary Protection (Ukrainian citizens) to help people to settle and integrate into communities</li> </ul> <p>Through the operation of Laois Community Integration Forum lead the coordination and delivery of supports and services to all refugee cohorts by relevant state agencies and voluntary bodies.</p>	<p>2021 Government White Paper on ending the system of Direct Provision            Department of Children, Equality, Disability, Integration and Youth. DCEDIY National Monitoring system            National "Offer a Home Scheme" Department of Housing            Department of Housing National "Offer a Home Scheme"            Laois Integration Strategy ( to be updated in line with the new National Migrant Integration Strategy)</p>	<b>SDG 10</b>
<b>Local Enterprise / Business Support</b>	D09, D04	<p>To promote entrepreneurship, foster business start-ups, and develop existing micro &amp; small businesses.</p> <p>To drive job creation and to provide accessible high quality supports for new business ideas.</p> <p>To work with IDA Ireland on key inward investment requirements</p> <p>To provide appropriate support to assist entrepreneurs to create new enterprises in Laois, particularly those with the potential to grow and develop.</p> <p>To promote Laois as a prime investment location</p>	<p>Training and Advice from the Local Enterprise offices.</p> <p>Supports from the local Business Support Unit and local business grants            (see: <a href="https://laois.ie/business-and-economy">https://laois.ie/business-and-economy</a> )</p> <p>Laois Enterprise Plan (due for renewal in 2025)</p>	<b>SDG 8</b>

Functional Area	Principal Programme Group / Budget Reference	Selected key and ongoing actions	Supporting Programme	High Level link to Sustainable Development Goals
<b>Heritage and Conservation</b>	D11	To identify, and seek to preserve /conserve the built, natural and cultural heritage of the county. To work in partnership with key stakeholders to deliver a high quality heritage service for the people of County Laois	Laois Heritage & Biodiversity Strategy 2021-2026 <a href="https://laois.ie/heritage-and-conservation/laois-county-council-publications/heritage-conservation-plan-publication">https://laois.ie/heritage-and-conservation/laois-county-council-publications/heritage-conservation-plan-publication</a>	<b>SDG 15</b> <b>SDG 11</b>
<b>Litter and Waste Management</b>	E01 to E07	To prevent, control & manage litter.  To provide a street sweeping service in the larger towns in the county. To promote public awareness of waste management.  To support “Laois Clean-up Week” and similar measures to engage community support in preserving the environment.  To improve, protect, enhance and promote the natural and built environment in the interests of present and future generations  To provide Civic Amenity sites to encourage recycling and to manage historic landfills.	Laois Litter management Plan <a href="https://laois.ie/sites/default/files/2024-11/Litter%20Management%20Plan%202022%20-%202024.pdf">https://laois.ie/sites/default/files/2024-11/Litter%20Management%20Plan%202022%20-%202024.pdf</a>	<b>SDG 12</b> <b>SDG 15</b>
<b>Safety of Structures and places</b>	E10	To implements the Council’s powers in respect of dangerous structures or places	Legislation is contained in the Local Government (Sanitary Services) Act, 1964 <a href="https://www.irishstatutebook.ie/eli/1964/act/29/section/2/enacted/en/html#sec2">https://www.irishstatutebook.ie/eli/1964/act/29/section/2/enacted/en/html#sec2</a>	

Functional Area	Principal Programme Group / Budget Reference	Selected key and ongoing actions	Supporting Programme	High Level link to Sustainable Development Goals
<b>Operation of Fire Service</b>	E11, E12	<p>To provide for the rescue or safeguarding of persons and the protection of property from fire &amp; other emergencies.</p> <p>To protect communities from fire and other emergencies, working with partner agencies and in accordance with national policies.</p> <p>Through preventative measures, to provide for the safeguarding of the public from the hazard of fire in the built environment.</p> <p>To plan for and to maintain the Council’s ability to carry out its functions in any Major Emergency, severe weather or other critical incident that might be declared.</p>	<p>Fire and Emergency Operational Plan  <a href="https://laois.ie/sites/default/files/2024-07/Fire%20Emergencies%20Operation%20Plan.pdf">https://laois.ie/sites/default/files/2024-07/Fire%20Emergencies%20Operation%20Plan.pdf</a></p> <p>“Keeping Communities Safe” from the National Fire and Emergency Directorate  <a href="https://www.gov.ie/pdf/?file=https://assets.gov.ie/111369/329aa66f-5ed3-4541-be29-9119758e5c99.pdf#page=null">https://www.gov.ie/pdf/?file=https://assets.gov.ie/111369/329aa66f-5ed3-4541-be29-9119758e5c99.pdf#page=null</a></p> <p>Laois County Council Major Emergency Plan  <a href="https://laois.ie/sites/default/files/2024-06/Laois%20Major%20Emergency%20Plan.pdf">https://laois.ie/sites/default/files/2024-06/Laois%20Major%20Emergency%20Plan.pdf</a></p>	<b>SDG 11</b>
<b>Water and Air quality</b>	E13	<p>To take measures to protect the quality of our surface waters and groundwaters.</p> <p>To take measures to protect air quality in the county</p>	<p>River Basin Management Plan 2022-2027 (national document)  <a href="https://www.gov.ie/en/policy-information/8da54-river-basin-management-plan-2022-2027/">https://www.gov.ie/en/policy-information/8da54-river-basin-management-plan-2022-2027/</a></p> <p>Air Quality Enforcement  <a href="https://laois.ie/environment/air-quality">https://laois.ie/environment/air-quality</a></p>	<b>SDG 15</b>

Functional Area	Principal Programme Group / Budget Reference	Selected key and ongoing actions	Supporting Programme	High Level link to Sustainable Development Goals
Climate Change	E15	<p>To implement the Laois Climate Action Plan 2024-2029</p> <p>To continue to reduce the energy consumption of and the carbon footprint of the activities of Laois County Council.</p> <p>To work with community partners to enhance energy efficiency and to lower carbon footprints.</p> <p>To have due regard to the national Climate Action Plan 2023 and its successor documents</p>	<p>Laois Climate Action Plan  <a href="https://laois.ie/sites/default/files/2024-07/Laois%20Climate%20Action%20Plan%202024-2029.pdf">https://laois.ie/sites/default/files/2024-07/Laois%20Climate%20Action%20Plan%202024-2029.pdf</a></p> <p>Sustainable Energy Communities</p> <p>EU ManagEnergy project</p> <p>national Climate Action Plan 2023  <a href="https://www.gov.ie/en/publication/7bd8c-climate-action-plan-2023/">https://www.gov.ie/en/publication/7bd8c-climate-action-plan-2023/</a></p>	<p><b>SDG 13</b> <b>SDG 7</b></p>

Functional Area	Principal Programme Group / Budget Reference	Selected key and ongoing actions	Supporting Programme	High Level link to Sustainable Development Goals
Library Service	F02	<p>To continue to develop a well-resourced public library service that contributes to the social, economic and cultural well-being of communities.</p> <p>Continue to develop our library services, facilities and branch network to a high standard to enable learning, reading promote literacy in all forms , provide information and promote skills and creativity.</p> <p>Position libraries as central community, civic, and cultural spaces engaging with the local communities.</p> <p>Operate the Europe Direct centre in Portlaoise library as one of eight Europe Direct centres in Ireland.</p> <p>Lead the Creative Ireland Programme in Laois.</p>	<p>The Library is the Place: National Public Library Strategy 2023-2027  <a href="https://www.gov.ie/pdf/?file=https://assets.gov.ie/263780/847de39a-85fa-4b55-a3e9-c71fefc27e86.pdf#page=null">https://www.gov.ie/pdf/?file=https://assets.gov.ie/263780/847de39a-85fa-4b55-a3e9-c71fefc27e86.pdf#page=null</a></p> <p>Culture and Creativity Strategy 2023-2027  <a href="https://laois.ie/sites/default/files/2024-10/Culture%20and%20Creativity%20Strategy.pdf">https://laois.ie/sites/default/files/2024-10/Culture%20and%20Creativity%20Strategy.pdf</a></p>	SDG 4 SDG 3

Functional Area	Principal Programme Group / Budget Reference	Selected key and ongoing actions	Supporting Programme	High Level link to Sustainable Development Goals
Arts Programme	F05	Promote, facilitate and support equal opportunities for all to participate in the Arts Programme. To develop and implement a revised Arts Plan (work underway) To work with the Arts Council under the Laois Framework Agreement 2018 – 2025	Laois Framework Agreement 2018 – 2025 (with the Arts Council)	
Land Drainage	G01	To continue, subject to environmental constraints, maintenance of assigned land drainage schemes  To work with the OPW to implement Capital projects for new flood management schemes in Mountmellick, Portarlinton, Clonaslee	The Arterial Drainage Act 1945 sets out a responsibility of the County Council to maintain Drainage Districts. <a href="https://www.irishstatutebook.ie/eli/1945/act/3/enacted/en/html">https://www.irishstatutebook.ie/eli/1945/act/3/enacted/en/html</a>  Mountmellick Flood relief Scheme . Portarlinton Flood Relief Scheme <a href="https://www.mountmellickfrs.ie/">https://www.mountmellickfrs.ie/</a> <a href="https://www.floodinfo.ie/frs/en/portarlinton/home/">https://www.floodinfo.ie/frs/en/portarlinton/home/</a>	
Veterinary Services	G04	Pending full transfer to FSAI, to oversee legacy veterinary services under the SLA with the FSAI.  To fulfil the Council obligations under the Control of Dogs Act		
Franchise	H04	To maintain the register of electors for the county Subject to additional external resources to move the franchise records to Voter.ie		SDG 16

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<b>Functional Area</b>	<b>Principal Programme Group / Budget Reference</b>	<b>Selected key and ongoing actions</b>	<b>Supporting Programme</b>	<b>High Level link to Sustainable Development Goals</b>
<b>Civic Leadership</b>	H09	To facilitate Civic Leadership by the elected Council.		SDG 16

<p><b>Support Services</b></p>	<p>H and J</p>	<p>Procurement – to develop a strategic approach to the procurement of goods, services and works in an open and sustainable way, while achieving value for money.</p> <p>Audit Service – to complete the Audit of our Annual Financial Statement in accordance with relevant legislation. To engage with the Local Government Audit Service</p> <p>To maintain an Internal Audit capability and to service the Audit Committee. To provide the Audit committee with regular updates and reports (including Annual and Management reports etc).</p> <p>Financial and Treasury Management - foster strong financial management throughout the organization.</p> <p>To manage organizational and corporate risks within a changing risk environment.</p> <p>To develop in 2025 a revised Workforce Plan. To develop a revised People Strategy in line with national documentation.</p> <p>To further embed the Public Sector Human Rights and Equality Duty into the everyday work of the Council.</p> <p>To continue to develop Information and Communication Technologies (ICT) within the Council. To work to meet the national target that 90% of applicable services will be consumed online by 2030.</p>	<p>National &amp; Regional purchasing arrangements.</p> <p>Include Green/Sustainable criteria in tender processes, as appropriate.</p> <p>Audit file preparation, reconciliation of accounts and engagement with the Local Government Auditor and the Audit Committee.</p> <p>Consideration of Local Government Audit Reports <a href="https://www.gov.ie/en/collection/73247-audit-reports-2012-2018/">https://www.gov.ie/en/collection/73247-audit-reports-2012-2018/</a></p> <p>Provision of accurate and timely information and reviewing against our targets</p> <p>Risk Management exercises</p> <p>Internal Audits, External Audits and regular reporting of information.</p>	<p><b>SDG 16</b></p>
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Functional Area	Principal Programme Group / Budget Reference	Selected key and ongoing actions	Supporting Programme	High Level link to Sustainable Development Goals
		<p>To provide accommodation and support services to enable the direct delivery elements of the Council services to operate effectively.</p> <p>To continue to improve corporate governance within the organisation.</p>	<p>Digital Local Government: Working for Everyone Ireland's Local Government Digital and ICT Strategy 2030  <a href="https://www.lgma.ie/en/what-we-do/programme-management-and-innovation/digital-ict-strategy_2024_2030_web_final-compressed.pdf">https://www.lgma.ie/en/what-we-do/programme-management-and-innovation/digital-ict-strategy_2024_2030_web_final-compressed.pdf</a></p> <p>Connecting Government 2030: A Digital and ICT Strategy for Ireland's Public Service  <a href="https://www.gov.ie/pdf/?file=https://assets.gov.ie/220390/79ac70c6-f2d9-4b5e-8960-c833a0b40efb.pdf#page=null">https://www.gov.ie/pdf/?file=https://assets.gov.ie/220390/79ac70c6-f2d9-4b5e-8960-c833a0b40efb.pdf#page=null</a></p>	

An aerial photograph of a modern playground. The playground is divided into several distinct play zones. On the left, there is a large sand pit with a complex wooden play structure featuring slides and climbing elements. In the center, a circular green lawn contains a dark-colored play structure with a slide. To the right, another sand pit is filled with a wooden frame structure. The bottom right area features a wooden play structure with a ramp and a small circular water feature. The entire playground is enclosed by a grey fence, and a paved road is visible on the left side. A semi-transparent blue box with the text "Appendix 4" is overlaid on the top right portion of the image.

Appendix 4

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## Implementation, Monitoring & Review

The Corporate Plan summarises at a high level the main service areas through which the Council will deliver for the people of the county.

New demands and challenges may arise, not all of which can be anticipated, and priorities may change as a result. It will be necessary to review the Plan to take account of changes which have occurred and to ensure that the plan is implemented within the agreed timeframes. The framework for the implementation, monitoring and review of the Corporate Plan is as follows:

- A Progress Report on the implementation of the Corporate Plan will be prepared and submitted annually to the Elected Members for their consideration.
- Separately an Annual Report will be produced on the activities of the Council; such reports will be presented to the elected Council for their agreement prior to publication.
- Reports (known as the Monthly Management Reports) will be submitted by the Chief Executive to the regular monthly meetings of the Council.
- Annual Service Delivery Plans will be prepared which will reflect objectives set out in the Corporate Plan and demonstrate how these objectives will be achieved through specific actions for the year in question.
- The ongoing monitoring and review of the Corporate Plan will be an integral part of the work of the Corporate Policy Group of the Council. In conjunction with the preparation of the Annual Reports an exercise will be undertaken to examine whether changes in the extent of services delivered by the council should be noted, and whether the Corporate Plan needs to be reviewed.
- Recommendations from the National Oversight and Audit Commission (NOAC) will be considered in any review of the Corporate Plan
- The National Service Indicators as published by NOAC will be one measure of performance by the Council against nationally set criteria.
- The Annual Reports and the Monthly Management reports will be made available to the Audit Committee for their information and consideration.
- The locally generated annual reports above will be published on the Council website together with the monthly management reports.

The administrative responsibility for the monitoring of the implementation of the Corporate Plan, and for assessing the requirements for the review of the Plan, will lie with the Corporate Services section of the Council. The Corporate Services section will be responsible through the Council's management team to keep the CPG advised in this regard.

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The table below contains hyperlinks to some of these reports which provide useful baselines on the performance of Council activities.

Report	Hyperlink
Monthly Management Reports	<a href="https://laois.ie/governance-and-administration/laois-county-council-publications/chief-executive-reports-publication">https://laois.ie/governance-and-administration/laois-county-council-publications/chief-executive-reports-publication</a>
Annual Budgets	<a href="https://laois.ie/finance/laois-county-council-publications/annual-budget-publication">https://laois.ie/finance/laois-county-council-publications/annual-budget-publication</a>
Annual Reports	<a href="https://laois.ie/governance-and-administration/laois-county-council-publications/annual-report-publication">https://laois.ie/governance-and-administration/laois-county-council-publications/annual-report-publication</a>
Noac Performance Indicators	<a href="https://www.noac.ie/noac_publications/report-71-noac-performance-indicator-report-2023/">https://www.noac.ie/noac_publications/report-71-noac-performance-indicator-report-2023/</a> (see also Appendix 7 of this document)

The publication of significant documents following adoption by the Council (including the Corporate Plan and the Annual Report) will be publicised on the news section of the Council website.

## Appendix 5



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## Public Sector Equality & Human Rights Duty

Section 42 of the Irish Human Rights and Equality Commission Act 2014, places a duty on public sector bodies to have regard for the need to eliminate discrimination, promote equality, and protect human rights, in their daily work.

The Act states under Section 42(1) that a “public body shall, in the performance of its functions, have regard to the need to:

- a) eliminate discrimination,
- b) promote equality of opportunity and treatment of its staff and the persons to whom it provides services, and
- c) protect the human rights of its members, staff and the persons to whom it provides services.”

The Council, in preparing strategic plans, must assess and identify the human rights and equality issues that are relevant to their functions.

The Council must also identify the policies and practices that they have in place or that they plan to put in place to address these issues and must report on their developments and achievement in that regard.

The Council will strive to fulfil its obligations under the Public Sector Equality and Human Rights Duty. The Council has produced an assessment of the equality and human rights issues relevant to its purpose and functions. In the implementation of this Corporate Plan, across all its service areas, the Council will have regard to this public sector duty in the design and implementation of its programmes.

Separately, the Laois County Council Public Sector Duty Action plan has been published concurrently with this Corporate Plan.

## Appendix 6



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## Selected Strategies & Plans Influencing Local Government

### National / EU

A Roadmap for Social Inclusion: Ambitions, Goals and Commitments 2019-2025  
Better Public Services - Public Service Transformation 2030 Strategy  
Building Control Acts 1990 to 2020  
Building Regulations 1997 to 2024  
Building Control Regulations 1997 to 2022  
Climate Action Plan 2023 and Climate Action Plan 2024  
Climate Change Sectoral Adaptation Plan for Flood Risk Management 2019 – 2024  
Climate Action Sectoral Adaptation Plan for Built and Archaeological Heritage  
Climate and Low Carbon Development (Amendment) Act 2021  
Code of Practice for Inspecting and Certifying Buildings and Works  
Community Climate Action Fund DCCAE:  
National Cyber Security Strategy  
Connect Government 2030, March 2022  
Connecting Ireland Rural Mobility Plan  
Construction Products Regulation (EU) No 305/2011  
Culture and Creativity Strategies 2023-2027  
CycleConnects  
DCCAE: National Digital Strategy  
DEBI Innovation 2020  
Development Plans Guidelines for Planning Authorities (2022) DHLGH Data Strategy  
Digital for Good: Ireland's Digital Inclusion Roadmap, August 2023  
Digital Single Market  
eGovernment Strategy  
Embracing Ireland's Outdoors - National Outdoor Recreation Strategy 2023-2027  
Energy Performance of Buildings Directive (Council Directive 2010/31/EU)  
Energy Security in Ireland to 2030  
EU Biodiversity Strategy  
EU Birds Directive  
EU Energy Performance of Buildings Directive (EPBD) EU Renewable Energy Directive (2023/2413)  
EU Solar Energy Strategy (COM (2022)221)  
EU 'Floods' Directive  
EU Just Transition Plan for Ireland 2021-2027  
EU Good Practice for Market Surveillance  
EU Habitats Directive  
EU Strategy on Adaptation to Climate Change  
EC (Birds and Natural Habitats) Regulations 2011  
European Flood Awareness System (EFAS)  
European Union (Construction Products) Regulation (S.I. 225 of 2013, as amended) European Union (In-Building Physical Infrastructure for High-Speed Electronic Communications) Regulations 2023  
Electric Vehicle Charging Infrastructure Strategy 2022 to 2025  
Flood Risk Management Plans and Maps produced under National CFRAM (Catchment Flood Risk Assessment & Management) programme (floodinfo.ie) Get Ireland Active - National Physical Activity Plan for Ireland

### Corporate Plan 2024-2029 Appendices



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Guidelines for Inclusive Engagement in Local Planning and Decision Making (DRCD) Guidelines for the Local Authority Climate Action Plans  
Guidelines for New Emergency Accommodation (DHLGH, September 2022) Green Public Procurement Strategy 2024-2027  
Groundwater Protection Response  
Guidance on Appropriate Assessment for Planning Authorities National Parks & Wildlife Service (npws.ie).  
Guidelines on the Planning System and Flood Risk Management  
Healthy Ireland - A Framework for Improved Health and Wellbeing 2013 – 2025  
Heritage Ireland 2030  
Housing First National Implementation Plan 2022-2026  
Housing for All  
Housing for All Roadmap for increased adoption of MMC in public housing delivery Housing for All  
Modern Methods of Construction (MMC) Introductory Guide Housing for All guidance for design build housing contracts  
Housing Action Delivery Plans  
Housing Options for our Ageing Population policy (2019)  
Ireland’s National Energy and Climate Plan 2021 - 2030  
Ireland’s Road Haulage Strategy 2022–2031  
Local Economic and Community Plan Guidelines 2021 (DRCD) Major Emergency Management Framework 2006 (MEM)  
Marine Planning Policy Statement (to be adopted Q3 of 2019) Market Surveillance Regulation (EU) No. 2019/1020  
Market Surveillance of Construction Products Strategy  
Met Eireann strategic plan 2017-2027  
National Adaptation Framework  
National AI Strategy  
National Biodiversity Action Plan 2023 -2030  
National Bioeconomy Action Plan 2023-2025  
National Broadband Plan National Clean Air Strategy National Cycle Network Plan  
National Landslide Database and Landslide Susceptibility Map  
National Development Plan  
National Energy and Climate Plan 2021 - 2030  
National Implementation Plan for the SDGs 2022-2024  
National Heritage Plan - Heritage Ireland 2030  
National Housing Strategy for Disabled People 2022 – 2027 (NHSfDP) National Marine Planning Framework  
National Migrant Integration Strategy  
National Oversight and Audit Commission (NOAC) reports National Organic strategy 2024-2030 (Published Q2 2024) National Planning Framework 2040  
National Policy on Architecture 2022  
National Road EV Charging Plan 2024 to 2030  
National Skills Strategy  
National Social Enterprise Policy for Ireland 2019-2022  
National Sports Policy 2018-2027  
National Strategy on Domestic, Sexual and Gender-Based Violence  
National Sustainable Mobility Policy 2022-2030 and associated Action Plan 2022-2025  
National Traveller and Roma Inclusion Strategy 2017-2021 (to run until 2025) National Vacant Housing Reuse Strategy

## **Corporate Plan 2024-2029 Appendices**

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Nature and biodiversity - Library (europa.eu) Net Zero Industry Act  
Our Public Service 2020 (with particular reference to actions relating to Public  
Participation Networks and Local Community Development Committees) Our Rural Futures  
People, Place and Policy – Growing Tourism to 2025 and the associated Tourism Action Plans  
Policy on Property Acquisition and Disposal  
Policy Statement on Geothermal Energy for a Circular Economy  
Policy Statement on Mineral Exploration and Mining  
Policing, Security and Community Safety Act 2024  
Project Ireland 2040  
Protocols on Transfer and Sharing of Property Assets  
Public Sector Energy Efficiency Strategy  
Public Service Apprenticeship Plan 2023  
Public Service Agreement 2024 - 2026  
Public Service Data Strategy  
Public Transport Accessibility Retrofit Programme  
Renewable Electricity Policy and Development Framework (REPDF) Renewable Transport Fuel Policy  
2023-2025  
Report on Inter Departmental Group on National Coastal Change Management  
River Basin Management Plan for Ireland  
Road Safety Strategy 2021-2030  
Rural Development Policy  
Sharing the Vision: A Mental Health Policy for Everyone 2020-2030  
SláinteCare | Right Care, Right Place Right Time  
Sráidainmneacha: Treoirlínte/Streetnames: Guidelines  
Strategic Emergency Management Framework 2017 (SEM)  
Sustainable, Inclusive and Empowered Communities: A Five-Year Strategy to Support the Community and  
Voluntary Sectors in Ireland  
The Library is the Place: Information, Recreation, Inspiration National Public Library Strategy 2023-2027  
The National Language Strategy 2010-2030  
The National Oil Spill Contingency Plan National Search and Rescue Plan  
Town Centre First  
United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) Water Services Policy  
Statement 2024 - 2030  
The Circular Economy Programme 2021-2027  
Wind Energy Development Guidelines (WEDGS)  
Young Ireland: the National Policy Framework for Children and Young People 2023-2028  
Youth Homelessness Strategy 2023-2025

## **Regional**

ERDF Operational Programmes 2021-2027  
Flood Risk Management Plans ([floodinfo.ie/publications/](http://floodinfo.ie/publications/))  
Regional Spatial and Economic Strategy – Eastern and Midlands Region  
Midlands Regional Enterprise Plan (together with Plans of bordering regions)

## **Local**

CCMA Delivering Effective Climate Action (DECA) Strategy 2030  
Code of Practice for Inspecting and Certifying Buildings and Works  
Community Safety Partnerships Strategic Plan for each local authority (forthcoming)

## **Corporate Plan 2024-2029 Appendices**

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Enforcement of Construction Products Regulation  
Enforcement of Energy Performance of Buildings Directive  
Enforcement of European Union (In-Building Physical Infrastructure for High-Speed Electronic Communications) Regulations 2023  
Enforcement of Market Surveillance Regulation, with respect to the marketing of construction products  
Framework for Building Control Authorities-Ensuring effective Building Control administration, inspections and enforcement  
Guidelines for Market Surveillance Authorities  
Local Authority Climate Action Charter  
Laois Local Economic and Community Plan (LECP)  
Local Children and Young People’s Services Committees (CYPSC)  
Laois Local Authority Climate Action Plan  
Laois Local Digital Strategy  
Local Enterprise Offices Policy Statement 2024 – 2030  
Laois Integration Strategy  
Laois County Development Plan  
Graiguecullen Local Area Plan  
Mountmellick Local Area Plan  
Portarlinton Local Area Plan  
Portlaoise Local Area Plan 2018-2024  
2040 and Beyond – Portlaoise Town Centre Public Realm Strategy / Vision Statement  
J17 National Enterprise Park – Masterplan Document 2018 (Togher)  
Litter Management Plan  
Major Emergency Plan

**The development of this corporate plan has had regard to, and taken due cognizance of, relevant national policies that affect the day-to-day work of the Council.**

## Appendix 7



## Service Indicators

This data in the table below is based on NOAC Report No 71: <https://cdn.noac.ie/wp-content/uploads/2024/10/NOAC-PI-Report-2023-FINAL.pdf>

Topic	Indicator	National Average 2022	Laois 2023
H1 – Social Housing Stock	A. No. of dwellings in the ownership of the LA at	4,724	<b>2313</b>
	B. No. of dwellings added to the LA owned stock during 2023 (whether constructed or acquired)	141	<b>88</b>
	C. No. of LA owned dwellings sold in 2023	15	<b>5</b>
	D. No. of LA owned dwellings demolished in	4	<b>0</b>
	E. No. of dwellings in the ownership of the LA at 31/12/2023	4,846	<b>2396</b>
	F. No. of LA owned dwellings planned for demolition under a DHPLG approved	26	<b>7</b>
H2 – Housing Vacancies	A. The percentage of the total number of LA owned dwellings that were vacant on 31/12/2023	2.81%	<b>2.01 %</b>
H3 – Average Re-letting Time & Cost	A. Time taken from the date of vacation of a dwelling to the date in 2023 when the dwelling is re-tenanted, averaged across all dwellings re-let during 2023 (weeks)	33.72 wks	<b>13.27 wk</b>
	B. Cost expended on getting the dwellings re-tenanted in 2023, averaged across all dwellings re-let in 2023	€28,347.05	<b>€13,415.98</b>

Topic	Indicator	National Average 2022	Laois 2023
H4 – Housing Maintenance Cost	A. Expenditure during 2023 on the maintenance of LA housing compiled from 1 January 2023 to 31 December 2023, divided by the number of dwellings in the LA stock at 31/12/2023, i.e. H1E less H1F indicator figure	€1,493.19	<b>€908.33</b>
H5 – Private Rented Sector Inspections	A. Total number of registered tenancies in the LA area at end of June 2023	9,381.81	<b>3353</b>
	B. Number of rented dwellings inspected in 2023	1,626.97	<b>850</b>
H6 – Long-term Homeless Adults	A. Number of adult individuals in emergency accommodation that are long-term homeless as a % of the total number of homeless adult individuals in emergency accommodation at the end of 2023	57.61%	<b>36.84 %</b>
H7 – Social Housing Retrofit	A. (1) Total number of houses retrofitted between 01/01/2023 and 31/12/2023	78.87	<b>104</b>
	A. (2) The number of houses that achieved a BER rating of B2 or above between 01/01/2023 and 31/12/2023	74.68	<b>104</b>
H7 – Social Housing Retrofit	A. (3) The number of heat pumps installed in those houses between 01/01/2023 and 31/12/2023	70.97	<b>104</b>
	B. Total annual energy savings in MWh from houses retrofitted between 01/01/2023 and 31/12/2023	1,150.43	<b>2280.1 MWh</b>
	C. Total carbon emission reduction tCo2 from houses retrofitted between 01/01/2023 and 31/12/2023	334.72	<b>779.9</b>

Topic	Indicator	National Average 2022	Laois 2023
R1 – Pavement Surface Condition Index (PCSI) Ratings - A	A(a): % of Regional Road that received a PSCI rating in the 24 month period to 31/12/2023	98%	<b>98.23 %</b>
	A(b): % of Local Primary Road that received a PSCI rating in the 24 month period to 31/12/2023	97%	<b>97.89 %</b>
	A(c): % of Local Secondary Road that received a PSCI rating in the 24 month period to 31/12/2023	98%	<b>97.85 %</b>
R1 – Pavement Surface Condition Index (PCSI) Ratings - A	A(d): % of Local Tertiary Road that received a PSCI rating in the 60 month period to 31/12/2023	89%	<b>93.16 %</b>
R1 – Pavement Surface Condition Index (PCSI) Ratings – B - Regional	B(a): % of total Regional Road (kms) with a PSCI rating of 1-4	2.26%	<b>5.22 %</b>
	B(a): % of total Regional Road (kms) with a PSCI rating of 5-6	9.18%	<b>9.28 %</b>
	B(a): % of total Regional Road (kms) with a PSCI rating of 7-8	39.38%	<b>45.84 %</b>
R1 – Pavement Surface Condition Index (PCSI) Ratings – B - Regional	B(a): % of total Regional Road (kms) with a PSCI rating of 9-10	37.41%	<b>37.90 %</b>
R1 – Pavement Surface Condition Index (PCSI) Ratings – B – Local Primary	B(b): % of total Local Primary Road with a PSCI rating of 1-4	4.76%	<b>14.76 %</b>
	B(b): % of total Local Primary Road with a PSCI rating of 5-6	13.28%	<b>16.87 %</b>
	B(b): % of total Local Primary Road with a PSCI rating of 7-8	40.96%	<b>45.08 %</b>
	B(b): % of total Local Primary Road with a PSCI rating of 9-10	27.93%	<b>21.18 %</b>
R1 - Pavement Surface Condition	B(c): % of total Local Secondary Road with a PSCI rating of 1-4	7.31%	<b>19.89 %</b>

Topic	Indicator	National Average 2022	Laois 2023
Index (PCSI) Ratings – C – Local Secondary	B(c): % of total Local Secondary Road with a PSCI rating of 5-6	17%	<b>18.33 %</b>
	B(c): % of total Local Secondary Road with a PSCI rating of 7-8	38.61%	<b>45.27 %</b>
	B(c): % of total Local Secondary Road with a PSCI rating of 9-10	23.14%	<b>14.36 %</b>
R1 - Pavement Surface Condition Index (PCSI) Ratings – D – Local Tertiary	B(d): % of total Local Tertiary Road with a PSCI rating of 1-4	13.13%	<b>13.38 %</b>
	B(d): % of total Local Tertiary Road with a PSCI rating of 5-6	18.81%	<b>21.74 %</b>
	B(d): % of total Local Tertiary Road with a PSCI rating of 7-8	31.89%	<b>38.11 %</b>
	B(d): % of total Local Tertiary Road with a PSCI rating of 9-10	19.38%	<b>19.93 %</b>
R2 – Regional Road Grants Works	A1. KMS of regional road strengthened during 2023	13.5 kms	8.6 km
	A2. Amount expended on regional roads strengthening work during 2023	€3,667,417	<b>€3246901</b>
R2 – Regional Road Grants Works	A3: Average unit cost €/m <sup>2</sup> of regional road strengthening in 2023	€39	<b>€49.07</b>
R2 – Regional Road Grants Works	B1. KMS of regional road resealed during 2023	19.3 kms	<b>6.4 km</b>
	B2. Amount expended on regional road resealing work during 2023	€742,600	<b>€552169</b>
	B3: Average unit cost €/m <sup>2</sup> of regional road resealing in 2023	€6.1	<b>€13.97</b>
R2 – Regional Road Grants Works	C1. KMS of local road strengthened during 2023	74.3 kms	<b>41.2 km</b>
R2 – Regional Road Grants Works	C2. Amount expended on local road strengthening work during 2022	€8,737,593	<b>€5,389,187</b>



Topic	Indicator	National Average 2022	Laois 2023
	C3: Average unit cost €/m <sup>2</sup> of local road strengthening in 2022	€32.6	<b>€29.85</b>
	D1. KMS of local road resealed during 2021	107.6 kms	<b>41.2 km</b>
R2 – Regional Road Grants Works	D2. Amount expended on local road resealing work during 2022	€ 2,527,766	<b>€,1572,141</b>
	D3. Average unit cost of local road (i.e. total of primary, secondary and tertiary) resealing in 2023 (€/m <sup>2</sup> )	€5.6	<b>€9.06</b>
R3 - Motor Tax	A. The percentage of motor tax transactions which were dealt with online (i.e. transaction is processed and the tax disc is issued) in 2022	81.38%	<b>80.71 %</b>
W1 - Water	% of Drinking Water in private schemes in compliance with statutory requirements	98.63%	97.63 %
W2 - Water	% of registered schemes monitored	83.45%	100 %
E1 - Waste	A. The number of households, which are situated in an area covered by a licensed operator providing a 3 bin service at 31/12/2023	32,667	<b>13889</b>
	B. The % of households within the local authority that the number at A represents (based on agglomerations > 500)	94.13%	<b>86.02 %</b>
E2 - Environmental Pollution	A1. Total number of pollution cases in respect of which a complaint was made during 2023	2,277	<b>835</b>
E2 - Environmental	A2. Number of pollution cases closed from 1/1/2023 to 31/12/2023	2,283	<b>853</b>

Topic	Indicator	National Average 2022	Laois 2023
	A3. Total number of pollution cases on hand at 31/12/2023	235	<b>38</b>
E3 - Litter Pollution	A1. The % of the area unpolluted or litter free	16% (Median)	<b>20 %</b>
	A2. The % of the area slightly polluted	59% (Median)	<b>78 %</b>
E3 - Litter Pollution	A3. The % of the area moderately polluted	12% (Median)	<b>2%</b>
	A4. The % of the area significantly polluted	1% (Median)	<b>0%</b>
	A5. The % of the area grossly polluted	0% (Median)	<b>0%</b>
E4 - Green Flag Status	A. The % of schools that have been awarded/renewed green flag status in the two years to 31/12/2023	35.09%	<b>36.84 %</b>
E5 – Energy Efficiency Performance	Cumulative % energy savings achieved by 31/12/2023 relative to baseline year (2009)	-38.79%	<b>-51.20 %</b>
E6 – Public Lighting	A. Total annual consumption of the public lighting system	5,332	<b>2622.69 MWh</b>
	B. Average wattage of the public lighting system	76	<b>68.74 W</b>
	C. Percentage of the total system that LED lights represent	58.06	<b>68.98 %</b>
E7 – Climate Change	A. Does the local authority have a designated (FTE) Climate Action Coordinator?	<b>Yes</b>	
	B. Does the local authority have a designated (FTE) Climate Action Officer?	No (No -at the date of the NOAC report- but a person has since been appointed to the role)	
	C. Does the local authority have a climate action team?	<b>Yes</b>	

Topic	Indicator	National Average 2022	Laois 2023
E5 – Energy Efficiency Performance	Cumulative % energy savings achieved by 31/12/2023 relative to baseline year (2009)	-38.79%	-51.20 %
E6 – Public Lighting	A. Total annual consumption of the public lighting system	5,332	<b>2622.69 MWh</b>
	B. Average wattage of the public lighting system	76	<b>68.74 W</b>
	C. Percentage of the total system that LED lights represent	58.06	<b>68.98 %</b>
E7 – Climate Change	A. Does the local authority have a designated (FTE) Climate Action Coordinator?		<b>Yes</b>
	B. Does the local authority have a designated (FTE) Climate Action Officer?		<b>No</b>
	C. Does the local authority have a climate action team?		<b>Yes</b>
P1 – New Buildings Inspected	A. Buildings inspected as a percentage of new buildings notified to the local authority	25.87%	<b>11.97 %</b>
P2 – Planning Decisions confirmed by ABP	A. Number of LA planning decisions which were the subject of an appeal to An Bord Pleanála that were determined by the Board on any date in 2023	55	<b>9</b>
	B. % of the determinations at A which confirmed (either with or without variation) the decision made by the LA	75.72%	<b>77.78 %</b>
P3 – Planning Enforcement Cases Closed as Resolved	A. Total number of planning cases referred to or initiated by the local authority in the period 1/1/2023 to 31/12/2023 that were investigated	219	<b>147</b>

Topic	Indicator	National Average 2022	Laois 2023
	B. Total number of investigated cases that were closed during 2023	208	<b>147</b>
P3 – Planning Enforcement Cases Closed as Resolved	C. % of the cases at B that were dismissed as trivial, minor or without foundation or were closed because statute barred or an exempted development	51.39%	<b>51.70 %</b>
	D. % of cases at B that were resolved to the LA's satisfaction through negotiations	7.31 %	<b>1.36 %</b>
	E. % Cases at B that were closed due to enforcement proceedings	41.30%	<b>46.94 %</b>
	F. Total number of planning cases being investigated as at 31/12/2023	681	<b>143</b>
P4 – Cost per Capita of Planning Service	A. The 2023 Annual Financial Statement (AFS) Programme D data divided by the population of the LA area per the 2022 Census	€35.97	<b>€26.19</b>
P5 – Applications for Fire Safety Certificates	A. The percentage of applications for fire safety certificates received in 2023 that were decided (granted or refused) within two months of their receipt	52.11%	<b>8.93 %</b>
	B. The percentage of applications for fire safety certificates received in 2023 that were decided (granted or refused) within an extended period agreed with the applicant	36.28%	<b>42.86%</b>
F1 – Cost per Capita of the Fire Service	A. The Annual Financial Statement (AFS) Programme E expenditure data for 2023 divided by the population of the LA area per the 2022 Census figures for the population served by the fire authority as per the Risk Based Approach Phase One reports	€45.96 (Part-time) €87.80 (Full-time) €65.76 (Full & Part-time)	<b>€52.38</b>

Topic	Indicator	National Average 2022	Laois 2023
F2 – Service Mobilisation	A. Average time taken, in minutes, to mobilise fire brigades in Full-Time Stations in respect of fire	1.25 mins	n/a
	B. Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of fire	5.56 mins	5.48 min
	C. Average time taken, in minutes, to mobilise fire brigades in Full-Time Stations in respect of all other (non-fire) emergency incidents	1.34 mins	n/a
F2 – Service Mobilisation	D. Average time taken, in minutes, to mobilise fire brigades in Part-Time Stations (retained fire service) in respect of all other (non-fire) emergency incidents	5.59 mins	5.15 min
F3 – Attendance Times at Scenes	A. % of cases in respect of fire in which first attendance at scene is within 10 minutes	52.83%	29.17 %
	B. % of cases in respect of fire in which first attendance at the scene is after 10 minutes but within 20 minutes	34.88%	60.42 %
	C. % of cases in respect of fire in which first attendance at the scene is after 20 minutes	9.4 9%	10.42 %
F3 – Attendance Times at Scenes	D. % of cases in respect of all other emergency incidents in which first attendance at the scene is within 10 minutes	38.35%	37.29 %
	E. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 10 minutes but within 20 minutes	39.33%	50.83 %

Topic	Indicator	National Average 2022	Laois 2023
	F. % of cases in respect of all other emergency incidents in which first attendance at the scene is after 20 minutes	14.64%	<b>11.88 %</b>
L1 – Library visits and issues	A. Number of library visits per head of population for the LA area per the 2022 Census	2.70	2.70
	B. Number of items issued to borrowers in the year	523,208	<b>214,074</b>
	C. Active members per head of population in 2023	0. 18	<b>0.21</b>
	D. Number of registered members in the library in the year	25,340.87	<b>16,038</b>
Library Service: L2	A. The Annual Financial Statement (AFS) Programme F data for 2021 divided by the population of the LA area per the 2022 Census	€38.87	<b>€35.37</b>
	B. Annual per capita expenditure on collections over the period 01/01/2022 to 31/12/2022	€2.00	<b>€1.55</b>
Y1 – School Council/ Comhairle na nOg involvement	A. Percentage of local schools involved in the local Youth Council/Comhairle na nÓg scheme	68.16%	100%
Y2 – Social Inclusion: PPN	A. % number of organisations included in the County Register and the proportion who opted to be part of the Social Inclusion College within the PPN	16.21%	13.12%
C1 – Total No. WTEs	A. The wholetime equivalent staffing number as at 31 December 2023	1,022.74	<b>487.62</b>

Topic	Indicator	National Average 2022	Laois 2023
C2 – Working Days lost to Sickness	A. Percentage of paid working days lost to sickness absence through medically certified leave in 2023	3.77 %	<b>3.78 %</b>
	B. Percentage of paid working days lost to sickness absence through self- certified leave in 2023	0.32 %	<b>0.31 %</b>
C3 – LA Website & Social Media Usage (A & B changed to per capita in 2020)	A. The <u>per capita</u> total page views of the local authority's websites in 2023	13.36	<b>7.91</b>
	B. The <u>per capita</u> total number of followers at end 2023 of the LA's social media accounts	1.05	<b>0.71</b>
C4 – Overall Cost of ICT Provision per WTE	A. All ICT expenditure in the period from 1/1/2023 to 31/12/2023, divided by the WTE no.	€3,948.63	<b>€4,973.53</b>
C5 – Overall Cost of ICT as a proportion of revenue expenditure	A. All ICT expenditure calculated in C4 as a proportion of Revenue expenditure	1.86 %	<b>2.48%</b>
M1 – Revenue Account Balance	A. Cumulative surplus/deficit balance at 31/12/2019 in the Revenue Account from the Income & Expenditure Account Statement of the AFS	€1,471,481.65	<b>€5,009</b>
	surplus/deficit balance at 31/12/2020 in the Revenue Account from the Income & Expenditure Account Statement of the AFS	€2,025,465.39	<b>€70,614</b>
	C. Cumulative surplus/deficit balance at 31/12/2021 in the Revenue Account from the Income & Expenditure Account Statement of the AFS	€2,496,287.29	<b>€145,274</b>
M1 – 5 Year Summary of	D. Cumulative		

Topic	Indicator	National Average 2022	Laois 2023
Revenue Account Balance	surplus/deficit balance at 31/12/2022 in the Revenue Account from the Income & Expenditure Account Statement of the AFS	€2,835,524.266	€222,625
	E. Cumulative surplus/deficit balance at 31/12/2023 in the Revenue Account from the Income & Expenditure Account Statement of the AFS	€455,067.00	€300,467
M1 – 5 Year Summary of Revenue Account Balance	F. Cumulative surplus or deficit at 31/12/2023 as a percentage of Total Income in 2023 from the Income and Expenditure Account Statement of the AFS	1.34 %	0.28 %
	G. Revenue expenditure per capita in 2022	€1,305.56	€1128.35
	H. Revenue expenditure per capita in 2022 excluding significant out of county/shared services expenditure	€1,461.61	€1,064.76
M2 (A) – 5 Year Summary Collection of Commercial Rates	Percentage Commercial Rates Collected 2019	87.0%	80.0 %
	Percentage Commercial Rates Collected 2020	77.1%	71.0 %
	Percentage Commercial Rates Collected 2021	83.4%	85.0 %
	Percentage Commercial Rates Collected 2022	88%	91.0 %
	Percentage Commercial Rates Collected 2023	88%	89 %
M2 (B) – 5 Year Summary of Collection of Rent & Annuities	Percentage Rent & Annuities Collected 2019	90.0%	96.0 %
	Percentage Rent & Annuities Collected 2020	90.0%	93.0 %



Topic	Indicator	National Average 2022	Laois 2023
M2 (B) – 5 Year Summary of Collection of Rent & Annuities	Percentage Rent & Annuities Collected 2021	88.8%	96.0 %
	Percentage Rent & Annuities Collected 2022	89%	97.0 %
	Percentage Rent & Annuities Collected 2023	88%	95 %
M2 (C) – 5 Year Summary of Collection of Housing Loans	Percentage Housing Loan Collected 2019	78.0%	75.0 %
	Percentage Housing Loan Collected 2020	80.0%	72.0 %
	Percentage Housing Loan Collected 2021	81.6%	75.0 %
	Percentage Housing Loan Collected 2022	83.1%	81.0 %
M2 (C) – 5 Year Summary of Collection of Housing Loans	Percentage Housing Loan Collected 2023	87%	87 %
M3 – Public Liability Claims	A1. Per capita total cost of settled claims for 2023	€12.21	€1.63
M4 – Overheads	A. Overall central management charge as a percentage of total expenditure on revenue account	12.35%	10.44 %
	B. Total payroll costs as a percentage of revenue expenditure	33.30%	32.95 %
J1 – No. of Jobs Created	A. The no. of jobs created with assistance from the Local Enterprise Office during the period 1/1/2023 to 31/12/2023 per 100,000 population	41.39	43.54
J2 –Trading online vouchers	A. The no. of trading online voucher applications approved by the Local Enterprise Office in 2023 per 100,000 population	33.31	<b>34.83</b>
	B. The no. of those trading online vouchers that were drawn down in 2023 per 100,000 population	14.25	<b>10.88</b>

Topic	Indicator	National Average 2022	Laois 2023
J3 – Mentoring Participation	A. The no. of participants who received mentoring during the period 1/1/2023 to 31/12/2023 per 100,000 population	275.72	469.11
J4 – Tourism	A. Does the local authority have a current tourism strategy?	-	No- but the Council facilitated the production of "Laois Tourism Strategy 2018 – 2023" with the Laois Tourism Board
	B. Does the local authority have a designated Tourism Officer?	-	No. The Council supports an external resource instead and also has assigned an Administrative Officer part-time to this role.
J5 – Economic Development Expenditure	A. The spend on local economic development by the local authority in 2023 per head of population	€163.41	€114.28

# Appendix 8



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## Consultation for Corporate Plan

Laois County Council sought the views of the public on the Laois County Council Corporate Plan 2024-2029 and the Laois County Council Public Sector Duty (under Section 42 of Irish Human Rights and Equality Commission Act 2014), to help set the framework for action over the next five years. The public consultation was open for a six-week period. For the purposes of the consultation, a number of questions were included for consideration to assist the public when making a submission. The consultation was advertised on our website and through our social media channels.

The council also consulted with Laois PPN who have a network of over 650 member groups. PPN members had the option to participate through their PPN Coordinator or direct to Laois County Council. In addition, the council consulted with the Local Community Development Committee (LCDC).

Internally, the drafting of the plan was listed on the Agenda for the July 2024 meeting of the Council, having been previously discussed at the Corporate Policy Group (CPG) of the Council.

During the lifetime of this plan, it is intended to place additional emphasis on publicising the achievements of the Council within its various programmes, which in turn is hoped will increase the level of involvement in range of consultation exercises undertaken for statutory plans.

Appendix 9



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## MyPay Shared Services Centre

### Overview

MyPay, operated by Laois County Council, is the flagship Shared Services Centre for Payroll and Superannuation services in Ireland's Local Government sector. Established in 2014 and headquartered in Portlaoise, it was designed to consolidate and streamline payroll and pension processes across local authorities and government agencies. Currently, MyPay supports payroll for 30 local authorities and two government agencies and manages superannuation for 20 local authorities and two agencies.

### Core Services

- **Payroll Processing:** MyPay delivers end-to-end payroll management services, including scheduling, processing, tax compliance, and payment execution. Bespoke payroll calendars and service-level agreements (SLAs) guide operations to ensure consistency, accuracy, and timeliness.
- **Superannuation Services:** Provides dedicated support for pension management, ensuring compliance with statutory regulations and efficient administration.
- **Statutory Compliance:** Manages tax filings and adherence to regulations through secure online systems, ensuring accuracy and efficiency for all client transactions.
- **Governance and Risk Management**

MyPay operates under a robust governance framework, including oversight by the National Standards Committee and Programme Board. This structure ensures strategic alignment and accountability. MyPay complies with ISAE 3402 standards, demonstrating its commitment to effective control systems and operational excellence. Risk management is integrated into all processes, with routine audits, a corrective action/preventive action (CAPA) framework, and a dynamic risk register reviewed regularly by leadership.

### Technological Framework

MyPay utilises a range of integrated systems to facilitate efficient service delivery. These include platforms for payroll processing, case management, tax compliance, and financial transactions. The

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systems support secure data management, enable collaboration with clients, and streamline operations. Task scheduling tools and digital communication platforms ensure seamless coordination and workforce management. The technological infrastructure is supported by dedicated teams for maintenance, updates, and security management.

### **Commitment to Quality and Innovation**

MyPay is dedicated to delivering exceptional service by maintaining high standards in customer satisfaction and operational excellence. Continuous improvement initiatives focus on integrating innovative practices and leveraging technology to enhance efficiency. Regular training, internal audits, and client feedback mechanisms support these objectives.

### **Client-Focused Approach**

MyPay's service delivery is deeply rooted in collaboration with its clients. It provides quarterly performance reports, satisfaction surveys, and regular client updates. This client-centric model ensures that services evolve to meet the unique needs of local authorities and government agencies.

### **Future Focus**

### **Project Planning and Implementation**

MyPay is committed to expanding its client base and service offerings by onboarding Dublin City Council for payroll services by 2027, increasing the total number of clients to 33. The service will continue to implement legislative pay awards and adapt to emerging requirements, such as the Retained Firefighter WRC agreement. Enhancements to the shared service offering will be explored, supported by robust security controls, software administration, and systematic audit reviews. Comprehensive project plans will guide these efforts, ensuring timely and efficient implementation, with progress reported monthly to the HPSS Programme Board.

### **Payroll Services**

MyPay aims to uphold its high standards of payroll service delivery, ensuring accurate and timely payments for all payees in alignment with agreed Key Performance Indicators (KPIs) and Service Level Agreements (SLAs). Efforts will focus on maintaining a 100% accuracy rate for on-time payments and

## **Corporate Plan 2024-2029 Appendices**

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further reducing errors in net pay calculations. Nationally accredited training programmes will enhance staff expertise, while regular client engagement, including workshops and service reviews, will foster collaboration and continuous improvement.

#### Superannuation Services

The Centre is committed to being a Centre of Excellence for superannuation within the Local Government sector. This includes administering the Local Government Superannuation Scheme and Single Pension Scheme with precision and compliance. Workforce planning and process reviews are underway to enhance efficiency and adhere to best practices. By 2028, MyPay aims to deliver superannuation services to 33 clients, supported by tailored training programmes and strong communication with central government and local authorities.

#### Quality Management

MyPay will continue to strengthen its quality management systems to ensure seamless payroll and superannuation services. This includes maintaining a robust framework for process documentation, data protection, and quality assurance. Internal audits and adherence to ISAE 3402 Type II standards for both payroll and superannuation functions will remain a priority. Continuous improvement initiatives will be guided by performance evaluations against SLA KPIs, ensuring consistent delivery excellence.

#### Help Desk Services

The Help Desk will focus on delivering exceptional customer service, maintaining high case resolution rates, and achieving superior client satisfaction scores. Plans include the procurement of updated CRM and telephony systems to enhance client interactions. The team will continue to address client and payee queries efficiently and within SLA targets, aiming to build on the 96% customer satisfaction achieved in 2024.

#### Sectoral Test Team

MyPay is dedicated to rolling out superannuation services to all client organisations by 2027. The Sectoral Test Team will oversee software developments and upgrades related to payroll and



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pensions, ensuring seamless implementation of transformation and innovation programmes. Detailed project plans will support client onboarding and system enhancements, ensuring all changes are tested, validated, and effectively implemented.

#### Transformation and Innovation

To remain at the forefront of shared services, MyPay will leverage modern technological platforms, including automation, and cloud computing, and exploring the use of artificial intelligence. A comprehensive plan is being developed to digitise suitable functions in line with the "Connecting Government 2030" strategy, reducing manual processes and enhancing operational efficiency. Current initiatives include digitising payroll input documents and implementing robotic process automation for superannuation starter forms.

#### Investing in People

MyPay will continue to invest in staff development to build high-performing, collaborative teams. Career development pathways will be prioritised, with targeted training programmes rolled out across all grades. By 2028, the aim is to establish a culture of empowerment and innovation, underpinned by robust performance management systems. Staff training and development will align with the strategic goal of providing a more effective and efficient shared service.

*The success of MyPay, with over 100 employees based in Laois, highlights how services rooted in regional Ireland can effectively serve a national market. This model demonstrates the potential for the private sector to establish similar ventures in Laois, leveraging its strategic location and proven capability to support large-scale operations.*



## Contact Us



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**Áras an Chontae, Portlaoise, Co. Laois**

**Additional contact details for other  
sections in the Council are kept  
updated on the website**



**Laois County Council  
Corporate Plan 2024-2029**